

Career SoftSkill Essentials™

Accountability



Accountability

Section 1: Before You Begin

1. Which work skills from this checklist do you have?

_____ I complete all work in an accurate, legible, and organized manner.

_____ I admit when a mistake is made as soon as possible.

_____ I correct mistakes.

_____ I accept suggestions from supervisor to improve work and work habits.

_____ I solve problems or seek help to resolve problems.

_____ I ask for more information when needed.

_____ I evaluate the quality of completed work.



Accountability

Section 1: Continued

2. Which of these skills would you like to improve or develop?

- ☐ **Completes all work in an accurate, legible, and organized manner.**
- ☐ **Admits when a mistake is made as soon as possible.**
- ☐ **Corrects mistakes.**
- ☐ **Accepts suggestions from supervisor to improve work and work habits.**
- ☐ **Solves problems or seeks help to resolve problems.**
- ☐ **Asks for more information when needed.**
- ☐ **Evaluates the quality of completed work.**



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Section 2: Information about Skills on Checklist






- **Employers expect employees to produce quality work in a timely and honest manner.**
- **Accuracy and quality of employee performance enables the employer to offer quality products and services to customers.**
- **It costs employers money when work is not completed or done accurately.**
- **Employees willingly accept suggestions that help them improve their work.**



Accountability

Completes All Work in an Accurate, Legible, and Organized Manner

This means that in the workplace:







-  **It is important to your success to complete your work correctly, legibly, and without mistakes.**
-  **Careless work is costly to the company.**
-  **Employers expect your work and work stations to be organized.**
-  **The quality of your work is a reflection of your ability.**
-  **When you work in an accurate, legible, and organized manner, you have an essential career soft skill.**



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Admits When a Mistake Is Made

This means that in the workplace:

-  **Each employee is paid to do his/her work correctly.**
-  **Mistakes cause extra work, time, and effort.**
-  **It is better for you and the company when you find your mistakes and correct them.**
-  **Accept responsibility for your actions and mistakes.**
-  **An apology for your mistakes eases tension with coworkers.**
-  **When you admit mistakes, you have an essential career soft skill.**



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Corrects Mistakes

This means that in the workplace:

- **Employers, supervisors, and coworkers expect you to find and correct mistakes you make.**
- **It is dishonest when a mistake is not corrected or admitted. A coworker may have to correct the mistake and/or suffer the blame.**
- **When you do not correct your mistakes, coworkers or customers could be hurt.**



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Corrects Mistakes continued

- **Mistakes are costly to the company. It takes extra time to correct them and may cause the loss of customers.**
- **When you correct your mistakes, you have an essential career soft skill.**



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Accepts Suggestions from Supervisor to Improve Work Habits

This means that in the workplace:

- Supervisors want their workers to succeed.
- Coworkers are inconvenienced if you do not accept suggestions on how to improve your work.
- Employees who take suggestions and show improvement are valued by the employer.
- When you accept suggestions from your supervisor to improve your work, you have an essential career soft skill.



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**Solves Problems or Seeks Help
to Resolve Problems**

- **Solving problems and knowing when to ask for help with problems is important because this skill:**
 - **Increases your value to the company.**
 - **Satisfies the customer.**
 - **Builds teamwork among coworkers.**
 - **Saves the company money.**
- **When you solve problems or seek help to solve problems, you have an essential career soft skill.**



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Asks for More Information When Needed

This means that in the workplace:

- **Having information needed to complete the task helps you get the job done correctly.**
- **It is better to ask for information than to proceed and do the task incorrectly.**
- **When you do not understand your job and ask for more information, you have an essential career soft skill.**



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Evaluates the Quality of Completed Work

This means that in the workplace:

- **Employers have quality standards to evaluate your work.**
- **It is important to review your work for mistakes.**
- **When you meet or exceed company standards by evaluating your work, you have an essential career soft skill.**



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Section 3. Scenario/Case Study

The company policy manual says, “Each employee is responsible for completing high quality work.” Cho gets positive comments from her supervisor, Mrs. Wang, when she completes work without mistakes. Cho knows that when she reviews her work, it takes extra time.

Each time Cho checks her work she does not get all of her work done. She also knows that Mrs. Wang will read her work and find any mistakes so Cho often submits reports without reviewing them. Mrs. Wang finds mistakes each time.



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Mrs. Wang tells Cho that she needs to improve her skills. She has explained several times to Cho that she needs to review her work before submitting it. Mrs. Wang believes Cho does not understand accountability.

Cho thinks her supervisor is not being fair to her since she is not making that many mistakes and she corrects them when Mrs. Wang shows them to her. Cho is very unhappy, but does not know what to do.



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Section 4: Applying What You Know

1. What skills does Cho need to develop?

- _____ Completes all work in an accurate, legible, and organized manner.
- _____ Admits when a mistake is made as soon as possible.
- _____ Corrects mistakes.
- _____ Accepts suggestions from supervisor to improve work and work habits.
- _____ Solves problems or seeks help to resolve problems.
- _____ Asks for more information when needed.
- _____ Evaluates the quality of completed work.



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Section 4: Applying What You Know

2. What should Cho do to improve her skills for accountability? Be specific.
3. Why is job accountability important? Explain your answer.



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Section 5: Skill Review

List at least three things you learned or skills you have improved from this module.

Congratulations, you have successfully completed the Accountability soft skill module.



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Section 5: Skill Review continued

The following are ways to show accountability:

- Complete all work in an accurate, legible, and organized manner.
- Admit when a mistake is made as soon as possible.
- Correct mistakes.
- Accept suggestions from supervisor to improve work and work habits.
- Solve problems or seek help to resolve problems.
- Ask for more information when needed.
- Evaluate the quality of completed work.